

### Signature Pads issues:

#### Download issues:

If you are trying to download the new drivers and get errors, please follow the instructions provided. If the error states that you do not have sufficient rights, you do not have admin rights and need to talk to your local IT department.

#### Current release issues:

If you have already downloaded the drivers for the next release (2.20), you may be experiencing issues of it locking up. This appears to happen only when you have multiple family members and you are printing tri-monthly benefits. There are three options that you can do.

1. Option 1 - cancel on the screen to not capture the electronic signature. Collect the signature on the paper backup form and scan the document into MOWINS.
2. Option 2 – print one month only for all the family members and then turn around and print the remaining two months for all the family members. This option will allow you to capture the electronic signature.
3. Option 3 – when there are multiple screens on the signature pad, try to hit the previous button and then the next button. Sometimes, this will allow the signature to be captured.

If the signature pad locks up, you should be able to unplug it to clear the screen and then capture the signature on the paper backup form and scan it into MOWINS.